



Technology Services Division

Technical Support Specialist (Client Support Technician I/II)

[Mississippi State Personnel Board \(ms.gov\)](http://ms.gov)

Job Description:

The Technology Services Division of the MS Secretary of State's Office is seeking a Technical Support Specialist (Client Support Technician I or Client Support Technician II) to join our team. The Technical Support Specialist will provide help desk services to agency staff members, including hardware and software troubleshooting and support, property asset management, and support for the Statewide Elections Management System (SEMS) for county officials. The candidate will be part of a team of IT professionals that provide technical support services to the agency's staff.

Responsibilities:

- Respond to support requests submitted via phone, email, or ticketing system.
- Provide technical support for hardware and software issues, including installation, configuration, and troubleshooting.
- Manage and maintain the agency's property assets, including hardware and software inventory.
- Provide SEMS support to county officials, including training and troubleshooting.
- Maintain and update knowledge base and technical documentation.
- Provide support for audiovisual equipment and systems, including conference room setups.
- Assist with other IT-related duties as needed.

Qualifications:

- Associates Degree in Information Technology or other related fields
- 1-3 years of relevant experience
- Basic understanding of Microsoft Office (preferred Office 365)
- Experience with Microsoft Operating Systems, including Windows 10/11 & Server 2012/2016/2019
- Experience with help desk ticketing systems and remote support tools.
- Excellent written and verbal communication skills.
- Ability to work independently and as part of a team.
- Ability to multitask and manage priorities effectively.
- Ability to lift up to 50 pounds.

Salary:

The offered salary will be commensurate with the candidate's education and experience.

We encourage you to apply if you want to pursue a career in Information Technology in state government. As a Technical Support Specialist within the Technology Services Division of the Mississippi Secretary of State's Office, you will have the opportunity to work with a team of IT professionals and support the agency's mission to provide efficient and effective services to the citizens of Mississippi. We look forward to welcoming you to our team!

Those interested in applying can email their resume & cover letter to: **human.resources@sos.ms.gov**